

# Michael Keates

## Background

I am a dedicated, hardworking individual with a robust background in all things related to computing and technology. Diligent, enthusiastic, and a team player, I possess a passion for learning and developing new skills, a strong attention to detail, and excellent verbal and written communication abilities. I am reliable and constantly seeking new challenges to broaden my knowledge and experience, while also enhancing my capacity to develop efficient and effective solutions for diverse requirements.

## Contact

[www.michaelkeates.co.uk](http://www.michaelkeates.co.uk)    [mail@michaelkeates.co.uk](mailto:mail@michaelkeates.co.uk)    [github.com/michaelkeates](https://github.com/michaelkeates)    +44 7495 137 974

## Experience

<b>Junior Business Analyst</b> Sapiens   Full-Time	<b>AUG 2025 - PRESENT</b>
<b>Graduate Business Analyst</b> Sapiens   Full-Time	<b>APR 2024 - AUG 2025</b>
<ul style="list-style-type: none"><li>Optimized and implemented complex SQL solutions, including advanced Premium Calculations, to efficiently retrieve accurate values.</li><li>Played a key role in the successful go-live of the PPS Mutual New Zealand project, configuring product and supporting digital team.</li><li>Awarded a Certificate of Recognition for supporting new joiners and consistently delivering high-quality deliverables under tight deadlines.</li></ul>	
<b>Database Assistant</b> City Hospice   Contract	<b>AUG 2023 - MAR 2024</b>
<ul style="list-style-type: none"><li>Successfully completed a 6-month contract, demonstrating strong performance and dedication, leading to an extension to 8 months.</li><li>Analysing data to derive insights and support decision-making processes, while contributing significantly to thorough analysis and meticulous data cleansing, leading to the successful implementation of a new system.</li></ul>	
<b>Remote Creative Strategist &amp; Design Consultant</b> Heavy Lift Logistics East Africa Limited   Freelance	<b>JUN 2018 - MAR 2020</b>
<ul style="list-style-type: none"><li>Designed and produced company logo and produced comprehensive and efficient transport plans.</li></ul>	

## Education

<b>BSc (Hons) Applied Computing - First Class Honours</b> University of South Wales	<b>SEP 2022 - MAY 2023</b>
<ul style="list-style-type: none"><li>Designed and developed a Full Stack solution using Next.JS &amp; Typescript, delivering an educational web service and seamless access to an operating system via web browsers, with a specialized emphasis on mobile and tablet compatibility</li></ul>	
<b>Higher National Diploma (HND) Computing - Distinction</b> University of South Wales	<b>SEP 2020 - MAY 2022</b>
<ul style="list-style-type: none"><li>Designed and developed a Crime Alert App for Android/iOS using Xamarin, providing real-time crime data visualization on a map</li></ul>	
<b>Business &amp; Technology Education Council (BTEC) Computing - Distinction</b> Coleg Gwent	<b>SEP 2019 - MAY 2020</b>

## Languages

C++    C#    CSS3    HTML5    JavaScript    JQuery    PHP    Python

## Frameworks

Typescript    React    Next.js    .NET    Xamarin

## Databases

mySQL    PostgreSQL    PL/SQL

## Other Skills

Git    Docker    GraphQL    Three.js    Photoshop    Word    Excel

References

References are available on request.

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